

Complaint about childcare provision

Ref: EY471197/4438728

Date: 25 March 2020

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28 January 2020, we received information that suggested that the provider did not meet the legal requirements for Safeguarding practice, Safeguarding policy, Child supervision, Staff deployment, Accident or injury, Managing behaviour, Risk assessment, Information for parents and carers. On 5 February 2020, we carried out a compliance visit. We found that the provider did not meet the legal requirements. We served Welfare Requirement Notice and set actions that the provider must take within the timescales set out. We will carry out a compliance visit to monitor the actions. Completion date for actions 20/3/2020.

Ensure safeguarding policy and procedures include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff

Ensure that all staff understand the safeguarding policy and procedures, and have up to date knowledge of safeguarding issues, including prevent guidance

Ensure staff understand and implement the nursery policies and procedures, with particular regard to managing children's behaviour

Ensure children receive adequate supervision, and staff are deployed effectively and required ratios are consistently met to meet children's individual care and learning needs and promote their welfare

Improve supervision and monitoring of staff practices to improve their skills and knowledge to help them fulfil their roles and responsibilities to keep children safe and meet their needs effectively

Keep an written record of all accidents or injuries to children and first aid treatment

Ensure that the equipment are organised in a way that meets the needs of children and promotes children's good health.

The provider remains registered with Ofsted.

On 8 October 2020 we carried out a visit to monitor the Welfare Requirement Notice. We found that the provider has taken the necessary steps to meet the actions and raise the quality of the provision.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).